



MTF Action Plan Report

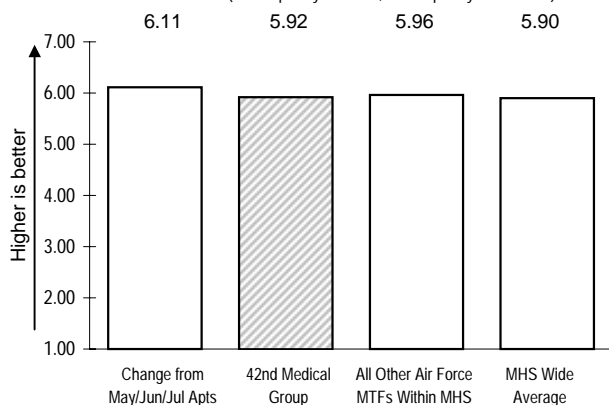
42nd Medical Group-Maxwell Air Force Base

Patient Satisfaction Report: August/September/October 2000 Appt. Data

Total Mailed = 882 Returns As Of Cutoff = 282 Non-deliverables = 86 Response Rate = 35.4%

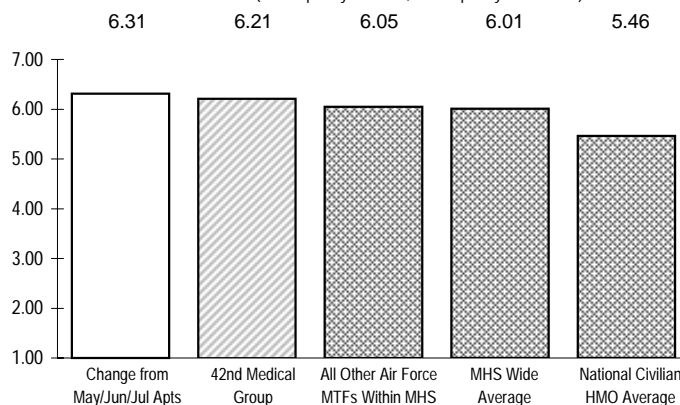
Overall Satisfaction with Clinics (Q12)

Mean Score (7=Completely Satisfied, 1=Completely Dissatisfied)



Overall Satisfaction with Medical Care (Q5)

Mean Score (7=Completely Satisfied, 1=Completely Dissatisfied)



Not Significantly Different From 42nd Medical Group

Significantly Different From 42nd Medical Group

Comparison To:

Change from May/Jun/Jul Apts	* Highest Correlation with Clinic Satisfaction (Q12)	** Highest Correlation with Medical Care Satisfaction (Q5)	Mean Score	All Other Air Force MTFs Within MHS	MHS Wide Average	National Civilian HMO Average
<input type="checkbox"/>	Access Average		3.68	3.69 <input type="checkbox"/>	3.64 <input type="checkbox"/>	3.52 <input type="checkbox"/>
<input type="checkbox"/>	* Access to medical care (Q10b)		3.68	3.76 <input type="checkbox"/>	3.72 <input type="checkbox"/>	3.71 <input type="checkbox"/>
<input checked="" type="checkbox"/>	* Referral for specialty care (Q10c)		3.63	3.76 <input type="checkbox"/>	3.69 <input type="checkbox"/>	N/A <input type="checkbox"/>
<input checked="" type="checkbox"/>	* Office wait time (Q9)		3.66	3.65 <input type="checkbox"/>	3.57 <input type="checkbox"/>	3.34 <input checked="" type="checkbox"/>
<input type="checkbox"/>	Time to return your call (Q11)		3.58	3.50 <input type="checkbox"/>	3.44 <input type="checkbox"/>	3.13 <input checked="" type="checkbox"/>
<input type="checkbox"/>	Ease of making phone appointment (Q10a)		3.60	3.76 <input type="checkbox"/>	3.71 <input type="checkbox"/>	3.82 <input checked="" type="checkbox"/>
<input type="checkbox"/>	Appointment wait time (Q7)		3.82	3.75 <input type="checkbox"/>	3.71 <input type="checkbox"/>	3.51 <input checked="" type="checkbox"/>
<input type="checkbox"/>	Quality Average		4.26	4.14 <input checked="" type="checkbox"/>	4.08 <input checked="" type="checkbox"/>	3.83 <input checked="" type="checkbox"/>
<input type="checkbox"/>	** Overall quality of care received (Q3j)		4.31	4.20 <input checked="" type="checkbox"/>	4.14 <input checked="" type="checkbox"/>	3.88 <input checked="" type="checkbox"/>
<input type="checkbox"/>	** How well the care met your needs (Q3i)		4.18	4.05 <input type="checkbox"/>	4.01 <input checked="" type="checkbox"/>	3.77 <input checked="" type="checkbox"/>
<input type="checkbox"/>	** Thoroughness of treatment (Q3c)		4.37	4.23 <input checked="" type="checkbox"/>	4.16 <input checked="" type="checkbox"/>	3.90 <input checked="" type="checkbox"/>
<input type="checkbox"/>	How much you were helped (Q3h)		4.16	4.00 <input checked="" type="checkbox"/>	3.97 <input checked="" type="checkbox"/>	3.73 <input checked="" type="checkbox"/>
<input type="checkbox"/>	Explanations of procedures and tests (Q3d)		4.28	4.21 <input type="checkbox"/>	4.14 <input checked="" type="checkbox"/>	3.87 <input checked="" type="checkbox"/>
<input type="checkbox"/>	Interpersonal Relationship Average		4.30	4.17 <input checked="" type="checkbox"/>	4.09 <input checked="" type="checkbox"/>	3.81 <input checked="" type="checkbox"/>
<input type="checkbox"/>	** Personal interest in you (Q3e)		4.37	4.19 <input checked="" type="checkbox"/>	4.12 <input checked="" type="checkbox"/>	3.88 <input checked="" type="checkbox"/>
<input type="checkbox"/>	** Advice on ways to avoid illness/stay healthy (Q3f)		4.25	4.07 <input checked="" type="checkbox"/>	3.99 <input checked="" type="checkbox"/>	3.67 <input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	** Amount of time with Dr. and staff (Q3g)		4.14	4.04 <input type="checkbox"/>	3.97 <input checked="" type="checkbox"/>	3.62 <input checked="" type="checkbox"/>
<input type="checkbox"/>	Attention given to what you had to say (Q3b)		4.32	4.26 <input type="checkbox"/>	4.19 <input checked="" type="checkbox"/>	3.93 <input checked="" type="checkbox"/>
<input type="checkbox"/>	Friendliness and courtesy of staff (Q3a)		4.40	4.27 <input checked="" type="checkbox"/>	4.20 <input checked="" type="checkbox"/>	3.94 <input checked="" type="checkbox"/>

Your rating is:

☒ Lower

☐ Same

☒ Higher